



U.S. General Services Administration



General Services Administration
Federal Supply Service
Authorized Federal Supply Schedule Price List

Multiple Award Schedule
Information Technology Category

Special Item No. 54151S Information Technology Professional Services
Special Item No. 561422 Automated Contact Center Solutions
Special Item No. 518210C Cloud Services

Contract Number: **47QTCA20D00BG**

Period Covered by Contract:
June 18, 2020 to June 17, 2025

DUNS: **130073823**

Avilamb, Inc.
1100 N. Glebe Road Suite 1010
Arlington, VA 22203
Telephone: 703-224-8001
<http://www.Avilamb.com>

Contractor's Administration Source:
Johnny Khan at john.khan@avilamb.com

Business Size: **Small Business**

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!®, a menu-driven database system. The INTERNET address GSA Advantage!® is: GSAAdvantage.gov.

GSA AWARDED TERMS AND CONDITIONS

Avilamb, Inc.

1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs):

SIN 54151S: Information Technology Professional Services
SIN 561422: Automated Contact Center Solutions
SIN 518210C: Cloud Services

1b. IDENTIFICATION OF THE LOWEST PRICED MODEL NUMBER AND LOWEST UNIT PRICE FOR THAT MODEL FOR EACH SPECIAL ITEM NUMBER AWARDED IN THE CONTRACT:

Please see the pricelist below for details.

1c. IF THE CONTRACTOR IS PROPOSING HOURLY RATES, A DESCRIPTION OF ALL CORRESPONDING COMMERCIAL JOB TITLES, EXPERIENCE, FUNCTIONAL RESPONSIBILITY AND EDUCATION FOR THOSE TYPES OF EMPLOYEES OR SUBCONTRACTORS WHO WILL PERFORM SERVICES SHALL BE PROVIDED. IF HOURLY RATES ARE NOT APPLICABLE, INDICATE NOT APPLICABLE FOR THIS ITEM:

Please see the labor category descriptions below for details.

2. MAXIMUM ORDER*: \$500,000

*If the "best value" selection places your order over this Maximum Order identified in this catalog/pricelist, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contractor for a better price. The contractor may (1) offer a new price for this requirement; (2) offer the lowest price available under this contract; or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the Schedule contract in accordance with FAR 8.404

3. MINIMUM ORDER: \$100.00

4. GEOGRAPHIC COVERAGE: 518210C – Domestic; 54151S – Domestic; 561422 – Domestic

5. POINT(S) OF PRODUCTION: 1100 N. Glebe Road Suite 1010, Arlington VA 22203

6. DISCOUNT FROM LIST PRICES: Net GSA pricing is listed in the attached pricing table

7. QUANTITY DISCOUNT(S): None

8. PROMPT PAYMENT TERMS: 0%, Net 30 Days

9a. Government purchase cards are accepted at or below the micro-purchase threshold

9b. Government purchase cards are not accepted above the micro-purchase threshold

10. FOREIGN ITEMS: None

11a. TIME OF DELIVERY: To be negotiated at the task order level

11b. EXPEDITED DELIVERY: To be negotiated at the task order level

11c. OVERNIGHT AND 2-DAY DELIVERY: To be negotiated at the task order level

11d. URGENT REQUIREMENTS: Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery

12. **FOB POINT: Destination; 48 contiguous states and Washington, DC, as well as Alaska, Hawaii, and Puerto Rico**
- 13a. **ORDERING ADDRESS:**
Avilamb, Inc.
1100 N. Glebe Road Suite 1010
Arlington, VA 22203
- 13b. **ORDERING PROCEDURES: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in FAR 8.405-3**
14. **PAYMENT ADDRESS:**
Avilamb, Inc.
1100 N. Glebe Road Suite 1010
Arlington, VA 22203
15. **WARRANTY PROVISION: N/A**
16. **EXPORT PACKING CHARGES: N/A**
17. **TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:**
Accepted at and below the micro-purchase threshold
18. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (if applicable). N/A**
19. **TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE): N/A**
20. **TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE): N/A**
- 20a. **TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE): N/A**
21. **LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE): N/A**
22. **LIST OF PARTICIPATING DEALERS (IF APPLICABLE): N/A**
23. **PREVENTIVE MAINTENANCE (IF APPLICABLE): N/A**
- 24a. **SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants): N/A**
- 24b. **Section 508 Compliance for EIT: N/A**
DUNS NUMBER: 130073823
25. **NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE: Active, CAGE Code 130073823**

**SIN 561422 Automated Contact Center Solutions
PRICE SHEET**

		June 18, 2020 to June 17, 2021	June 18, 2021 to June 17, 2022	June 18, 2022 to June 17, 2023	June 18, 2023 to June 17, 2024	June 18, 2024 to June 17, 2025
SIN	Labor Category	GSA Price	GSA Price	GSA Price	GSA Price	GSA Price
561422	Quality Manager/Supervisor	\$124.43	\$127.17	\$129.97	\$132.83	\$135.75
561422	Quality Specialist	\$43.07	\$44.02	\$44.99	\$45.98	\$46.99
561422	Training Manager	\$105.29	\$107.61	\$109.97	\$112.39	\$114.87
561422	Call Center Site Director	\$124.43	\$127.17	\$129.97	\$132.83	\$135.75
561422	Call Center Program Manager	\$124.43	\$127.17	\$129.97	\$132.83	\$135.75
561422	Contact Center Supervisor/ Lead	\$81.36	\$83.15	\$84.98	\$86.85	\$88.76

LABOR CATEGORY DESCRIPTION

Commercial Job Title: Quality Manager/Supervisor

Minimum/General Experience: 2

Functional Responsibility:

- Duties include but are not limited to-
- Conduct Quality Assurance audits to identify trends and report findings
- Meet daily quality audit goals
- Determine new trends through call observation/reporting and propose methods of changing trends through training or other processes
- Partners with supervisors/trainers/managers to identify skill improvement opportunities and makes recommendations on how to solve for knowledge gaps
- Attend supervisor team meetings to speak to what QA is hearing and provide feedback to call center agents
- Attend calibration session to ensure all required guidelines are understood and are being followed
- Keep up to date on all Cups, Desk-to-Desk and other trainings to remain a subject matter expert_

Minimum Education: Bachelor

Commercial Job Title: Quality Specialist

Minimum/General Experience: 2

Functional Responsibility:

- Duties include but are not limited to-
- Conduct Quality Assurance audits to identify trends and report findings
- Meet daily quality audit goals
- Determine new trends through call observation/reporting and propose methods of changing trends through training or other processes
- Partners with supervisors/trainers/managers to identify skill improvement opportunities and makes recommendations on how to solve for knowledge gaps
- Attend supervisor team meetings to speak to what QA is hearing and provide feedback to call center agents
- Attend calibration session to ensure all required guidelines are understood and are being followed
- Keep up to date on all Cups, Desk-to-Desk and other trainings to remain a subject matter expert_

Minimum Education: Bachelor

Commercial Job Title: Training Manager

Minimum/General Experience: 2

Functional Responsibility:

Responsible for planning, developing and delivering training and instruction of client mission-based subject matter needed for successful delivery of contact center services. Designs, develops, prepares and refines training curriculum and course materials for various classroom and other instructional environments. Delivers training in large group, small group and on-on-one environments. Possesses skills and knowledge in computer-based and multimedia training environments. Collaborates with Contact Center operations staff for input and feedback on training material.

Minimum Education: Bachelor

Commercial Job Title: Call Center Site Director

Minimum/General Experience: 2

Functional Responsibility: They will fill a leadership role at the Contact Center and report the revenue, profitability and productivity goals established for the Center. As the Contact Center main point of contact, they will promote and develop services; establish relationships with representatives of client agencies, stakeholders, and community organizations, and ensure project compliance with applicable corporate, contract, state, and federal requirements and regulations. Monitoring and evaluating agent performance, providing learning or coaching opportunities, and taking corrective action, if necessary. Preparing reports and analyzing data to assist management as they determine call center goals. Working with other supervisors and management team members to support agents and maximize customer satisfaction.

Minimum Education: Bachelor

Commercial Job Title: Call Center Program Manager

Minimum/General Experience: 2

Functional Responsibility: Responsible for directing the performance of a contact center program and complexity of the IT infrastructure/ IT requirements/tools. Responsible for the effective management of funds and personnel, and is accountable for the quality and timely delivery of all contractual items. Operates within client guidance, contractual limitations, and Company business and policy directives. Ensures that all required resources including staff, equipment, contact center solutions, and facilities are available for program implementation and ongoing operations. Manages, leads, directs and reviews the work of a team who exercise latitude and independence in their assignments.

Minimum Education: Bachelor

Commercial Job Title: Contact Center Clerk

Minimum/General Experience: 0

Functional Responsibility: Functional Responsibility: Responsible for responding to customer inquiries and requests via one or more contact channels including but not limited to telephone, email, Web chat, postal mail, and facsimile. Assesses customer service needs and either responds with appropriate information or escalates the inquiry to higher tiered support staff. Uses web-based applications to document inquiry details and to find information to provide in responses. They must recommend and advise on organization-wide system improvements, optimization, security, or maintenance efforts in the following specialties:), Chat Bots, Robotic Process Automation, Interactive Voice Response (IVR), Voice/Speech Recognition, Text-to-Speech, Voicemail, Callback, Web Callback, Email Delivery, Hosted Online Ordering, Hosted Email Web Form, FAQ Service, etc. Fluent in both English and Spanish.

Minimum Education: HS/GED Equiv 1 years related exp

Commercial Job Title: Contact Center Supervisor/ Lead

Minimum/General Experience: 3

Functional Responsibility: Responsible for management and oversight of technical contact center infrastructure, implementations, system integrations, maintenance, and continuous improvements. Areas of responsibility may include but not be limited to compute, storage, communications, and contact center solution platforms. Collaborates with contact center management, staff, and clients to analyze and understand program requirements, client goals, and end user experience and needs. Collaborates with technical staff and vendors to determine solutions and solution architecture that meets contract requirements and client mission objectives. Ensures that solutions and infrastructure are secure and licensing and warranty compliance is maintained. Manages and directs all aspects of contact center operations for a contract. Implements and reviews contact center policies and procedures. Develops and monitors quotas for service volume and timeliness. Capable of resolving escalated issues arising from operations and requiring coordination with other departments.

Minimum Education: Bachelor

**SIN 54151S IT PROFESSIONAL SERVICE
PRICE SHEET**

		June 18, 2020 to June 17, 2021	June 18, 2021 to June 17, 2022	June 18, 2022 to June 17, 2023	June 18, 2023 to June 17, 2024	June 18, 2024 to June 17, 2025
SIN	Labor Category	GSA Price	GSA Price	GSA Price	GSA Price	GSA Price
54151S	Database Administrator	\$107.20	\$109.56	\$111.97	\$114.44	\$116.95
54151S	IT Specialist I	\$110.08	\$112.50	\$114.97	\$117.50	\$120.09
54151S	IT Specialist II	\$119.65	\$122.28	\$124.97	\$127.72	\$130.53
54151S	IT Specialist III	\$134.01	\$136.95	\$139.97	\$143.05	\$146.19
54151S	IT Security Specialist	\$114.86	\$117.39	\$119.97	\$122.61	\$125.31
54151S	Network/Systems Engineer	\$143.58	\$146.74	\$149.96	\$153.26	\$156.63
54151S	Program Manager	\$114.86	\$117.39	\$119.97	\$122.61	\$125.31
54151S	Project Manager	\$119.65	\$122.28	\$124.97	\$127.72	\$130.53
54151S	Quality Assurance Specialist	\$100.50	\$102.71	\$104.97	\$107.28	\$109.64
54151S	Software Engineer	\$134.01	\$136.95	\$139.97	\$143.05	\$146.19
54151S	Solutions Architect	\$150.91	\$154.23	\$157.62	\$161.09	\$164.63
54151S	Subject Matter Expert	\$215.37	\$220.10	\$224.95	\$229.89	\$234.95

**SIN 54151S IT PROFESSIONAL SERVICE
LABOR CATEGORY DESCRIPTION**

Commercial Job Title: IT Specialist I

Minimum/General Experience: 2

Functional Responsibility: IT Specialist I apply their skills in such areas as systems development, knowledge of business processes, technical background or supervisory capacity to implement business solutions. For example, Consultants may perform tasks such as:

- Develop functional and technical information system designs
- Supervise business integration analysts in the development of software designs, computer programming, system testing or training curricula
- Lead business process redesign teams in the development of new business process architectures
- Design training programs for information systems users
- Participate in quality reviews to ensure work complies with specified standards
- Develop team work plans
- Perform workflow analyses
- Design and manage databases
- Define information systems requirements
- Assist in project budget preparation.

Minimum Education: Bachelor

Commercial Job Title: IT Specialist II

Minimum/General Experience: 5

Functional Responsibility: IT Specialist 2s apply their skills in such areas as systems development, knowledge of business processes, technical background or supervisory capacity to implement business solutions. For example, Consultants may perform tasks such as:

- Develop functional and technical information system designs
- Supervise business integration analysts in the development of software designs, computer programming, system testing or training curricula
- Lead business process redesign teams in the development of new business process architectures
- Design training programs for information systems users

- Participate in quality reviews to ensure work complies with specified standards
- Develop team work plans
- Perform workflow analyses
- Design and manage databases
- Define information systems requirements
- Assist in project budget preparation.

Minimum Education: Bachelor

Commercial Job Title: IT Specialist III

Minimum/General Experience: 7

Functional Responsibility: IT Specialist 3s apply their skills in such areas as systems development, knowledge of business processes, technical background or supervisory capacity to implement business solutions. For example, Consultants may perform tasks such as:

- Develop functional and technical information system designs

Supervise business integration analysts in the development of software designs, computer programming, system testing or training curricula

- Lead business process redesign teams in the development of new business process architectures
- Design training programs for information systems users
- Participate in quality reviews to ensure work complies with specified standards
- Develop team work plans
- Perform workflow analyses
- Design and manage databases
- Define information systems requirements
- Assist in project budget preparation.

Minimum Education: Bachelor

Commercial Job Title: Network Engineer

Minimum/General Experience: 3

Functional Responsibility: Designs, configures, tests, implements and maintains telecommunications capabilities, including wide area and local area networks without review by supervisor or senior employee. Performs operations and support activities. Assists applications programmers working in the telecommunications environment. Evaluates network changes for operational impact. Evaluates network performance and resolves network and processor problems. Familiar with hardware and software diagnostic tools. Highly specialized in one or more phases of software systems development, systems integration, or network engineering. Acts independently under general direction. Provides technical assistance and advice on complex activities. Formulates / defines specifications, develops / modifies / maintains complex systems and subsystems, using vendor engineering releases and utilities for overall operational systems. Applies analytical techniques when gathering information from users, defining work problems, designing technology solutions, and developing procedures to resolve the problems. Develops complete specifications to enable computer programmers to prepare required programs. Analyzes methods of approach. Reviews task proposal requirements, gathers information, analyzes data, prepares project synopses, compares alternatives, prepares specifications, resolves processing problems, coordinates work with programmers and engineers, and orients users to new systems. Works with considerable freedom to make decisions on the techniques and approaches to be used. Prepares recommendations for system improvement for management and user consideration. Designs, configures, tests, implements and maintains telecommunications capabilities, including wide area and local area networks without review by supervisor or senior employee. Performs operations and support activities. Assists applications programmers working in the telecommunications environment. Evaluates network changes for operational impact. Evaluates network performance and resolves network and processor problems. Familiar with hardware and software diagnostic tools.

Minimum Education: Bachelor

Commercial Job Title: Software Engineer

Minimum/General Experience: 3

Functional Responsibility: Works independently on designs, develops, and provides customization of various applications to meet a series of pre-defined requirements. Requirements will be met through the use of various programming languages and possibly machine and assembly languages.

Minimum Education: Bachelor

Commercial Job Title: Solutions Architect

Minimum/General Experience: 2

Functional Responsibility: Responsible for leading the full systems life cycle with solution design, development, implementation, and product support using scrum and other agile methodologies. Designs and develops IT solutions

that most efficiently and effectively meet defined business needs and requirements, while ensuring alignment to an organization's Enterprise Architecture and IT strategic goals. Supports creation of new agile processes and recommends changes and improvements to current processes and supporting tools.

Minimum Education: Bachelor

Commercial Job Title: Database Administrator

Minimum/General Experience: 2

Functional Responsibility: Database Administrator 1 administers organization's databases, using database management system to organize and store data. The Database Administrator 1 ascertains user requirements, creates computer databases, and tests and coordinates changes. This individual interacts with development and end-user personnel to determine application data access requirements, transaction rates, volume analysis, and other pertinent data required to develop and maintain integrated databases. Level 1 performs more routine aspects of the position and is supervised by higher levels.

Minimum Education: Bachelor

Commercial Job Title: Program Manager

Minimum/General Experience: 3

Functional Responsibility: Responsible for all contract activities as a regular part of this role, performs it independently and normally without review by a supervisor or senior employee. Sets policies and procedures, technical standards and methods, and priorities of IT task. Coordinates the management of all work performed on tasks under the contract. Coordinates the efforts of subcontractors, team members, and vendors. Acts as the central point of contact with the Contracting Officer (CO), the Contracting Officer's Representative (COR), and other client officials. Exercises full authority to act for the company in the performance of the required work and services under all task orders. Works independently, or under the general direction of senior level company management, on all phases of performance including contract management, project/task order management, coordination of resource needs, coordination with corporate resources and management. Reports to senior company management on contract and task performance and issues. Has direct accountability for the technical correctness, timeliness and quality of deliverables, and the implementation and measurement of corporate and client quality standards and methodologies. Has a broad and deep knowledge of the IT industry, business administration, and human resource management and has excellent oral and written communications skills.

Minimum Education: Bachelor

Commercial Job Title: Project Manager

Minimum/General Experience: 2

Functional Responsibility: The Project Manager manages, plans and coordinates activities of projects. This individual reviews project proposals or plans to determine schedule, funding limitations, procedures for accomplishing projects, staffing requirements and allotment of available resources to various phases of projects. The Project Manager establishes work plans and coordinates staffing for each phase of project and arranges for recruitment or assignment of project personnel. The Project Manager identifies functional or cross-functional requirements and resources required for each task. Responsible for all contract activities as a regular part of this role, performs it independently and normally without review by a supervisor or senior employee. Sets policies and procedures, technical standards and methods, and priorities of IT task. Coordinates the management of all work performed on tasks under the contract. Coordinates the efforts of subcontractors, team members, and vendors. Acts as the central point of contact with the Contracting Officer (CO), the Contracting Officer's Representative (COR), and other client officials. Exercises full authority to act for the company in the performance of the required work and services under all task orders. Works independently, or under the general direction of senior level company management, on all phases of performance including contract management, project/task order management, coordination of resource needs, coordination with corporate resources and management. Reports to senior company management on contract and task performance and issues. Has direct accountability for the technical correctness, timeliness and quality of deliverables, and the implementation and measurement of corporate and client quality standards and methodologies. Has a broad and deep knowledge of the IT industry, business administration, and human resource management and has excellent oral and written communications skills.

Minimum Education: Bachelor

Commercial Job Title: Quality Assurance Specialist

Minimum/General Experience: 4

Functional Responsibility: Assures the level of quality throughout the software development life cycle customer and agency standards. Establishes and monitors a process for evaluating software and associated documentation. Assists in developing Quality Assurance Plans. Conducts formal and informal reviews at predetermined stages throughout the development life cycle. Participates in software reviews and testing. Initiates corrective action for procedural or

process deficiencies. Assures the level of quality throughout the software development life cycle customer and agency standards. Establishes and monitors a process for evaluating software and associated documentation. Assists in developing Quality Assurance Plans. Conducts formal and informal reviews at predetermined stages throughout the development life cycle. Participates in software reviews and testing. Initiates corrective action for procedural or process deficiencies.

Minimum Education: Bachelor

Commercial Job Title: IT Security Specialist

Minimum/General Experience: 2

Functional Responsibility: The Security Specialist 3 may identify or resolve highly complex issues to prevent cyberattacks on information systems or keep computer information systems secure from interruption of service, intellectual property theft, network viruses, data mining, financial theft, or theft of sensitive customer data, allowing business to continue as normal. The Security Specialist designs, installs, and manages security mechanisms that protect networks and information systems against hackers, breaches, viruses, and spyware. This individual responds to incidents, investigates violations, and recommends enhancements to plug potential security gaps. Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.

Minimum Education: Bachelor

Commercial Job Title: Subject Matter Expert

Minimum/General Experience: 4

Functional Responsibility: The Subject Matter Expert 3 has industry experience in the relevant subject matter. This individual will use information technology expertise and/or industry focus expertise in fulfilling the interpreted customer specification. The Subject Matter Expert 3 is highly experienced in the industry with regard to the stated information technology. The Subject Matter Expert 3 provides thought leadership related to current and future customer plans with regard to the stated information technology.

Minimum Education: Bachelor

SIN 518210C CLOUD SERVICE PRICE SHEET

		June 18, 2020 to June 17, 2021	June 18, 2021 to June 17, 2022	June 18, 2022 to June 17, 2023	June 18, 2023 to June 17, 2024	June 18, 2024 to June 17, 2025
SIN	Labor Category	GSA Price	GSA Price	GSA Price	GSA Price	GSA Price
518210C	Cloud Computing Specialist	\$114.86	\$117.39	\$119.97	\$122.61	\$125.31
518210C	Cloud Architect	\$150.91	\$154.68	\$158.08	\$161.56	\$165.12
518210C	Cloud Administrator	\$134.01	\$137.36	\$140.38	\$143.47	\$146.62
518210C	Cloud Security Specialist	\$134.01	\$137.36	\$140.38	\$143.47	\$146.62
518210C	Cloud Systems Engineer	\$114.86	\$117.73	\$120.32	\$122.97	\$125.68
518210C	Cloud Subject Matter Expert	\$215.37	\$220.75	\$225.61	\$230.57	\$235.64

SIN 518210C CLOUD SERVICE LABOR CATEGORY DESCRIPTION

Commercial Job Title: Cloud Computing Specialist

Minimum/General Experience: 2

Functional Responsibility: Cloud based design, definition and development custom modules, features, and package integration from proposal to product. Document features, modules, requirements, and the risks of each Cloud based initiative. Design system architecture and interface control using requirements.

Minimum Education: Bachelor

Commercial Job Title: Cloud Architect

Minimum/General Experience: 3

Functional Responsibility: Oversees the cloud requirements analysis, conceptual design, detailed design, and implementation of a cloud project; Oversees the migration of a cloud effort, Generates/approves requisite cloud documentation, Generates customer design review materials and presents at customer design reviews.
Minimum Education: Bachelor

Commercial Job Title: Cloud Administrator

Minimum/General Experience: 3

Functional Responsibility: Has strong understanding of Cloud information flows and process architecture necessary for implementation of cloud security; Uses information technology to plan, prepare, and execute cloud related security tasks; Prepares and reviews Cloud security architecture; Applies knowledge of security requirements, documentation, and risk mitigation strategies; Develops Cloud design documentation; Implements Cloud security policies and procedures; Conducts Cloud security audits against contractual requirements

Minimum Education: Bachelor

Commercial Job Title: Cloud Security Specialist

Minimum/General Experience: 3

Functional Responsibility: Has strong understanding of Cloud information flows and process architecture

necessary for implementation of cloud security; Uses information technology to plan, prepare, and execute cloud related security tasks; Prepares and reviews Cloud security architecture's Applies knowledge of security requirements, documentation, and risk mitigation strategies; Develops Cloud design documentation; Implements Cloud security policies and procedures; Conducts Cloud security audits against contractual requirements

Minimum Education: Bachelor

Commercial Job Title: Cloud Systems Engineer

Minimum/General Experience: 3

Functional Responsibility: Participates in the requirements definition process; Performs conceptual design, detailed design, code, and unit test of critical software programs within a subsystem; Leads integration testing of programs within a subsystem; Generates formal design documentation; Generates Interface Control Documents, documenting the interfaces between programs; Supports the development of Acceptance Test Plan and Procedures documents; Supports the development of customer design review materials; Designs, develops, and manages databases

Minimum Education: Bachelor

Commercial Job Title: Cloud Subject Matter Expert

Minimum/General Experience: 4

Functional Responsibility: Provides advice, guidance, or expertise in domains related to our customer's mission and/or subject areas such as systems architecture, software architecture, cloud computing, infrastructure, security, business process reengineering, automation, software development lifecycle, visual design, information architecture, content management, web design, accessibility, mobile and digital strategy, portal design, and systems integration

Minimum Education: Bachelor